

Domestic Mail Manual

This short overview will help you better understand the organization, numbering system, and design of the *Domestic Mail Manual* (DMM), Decision Trees and Quick Service Guides.

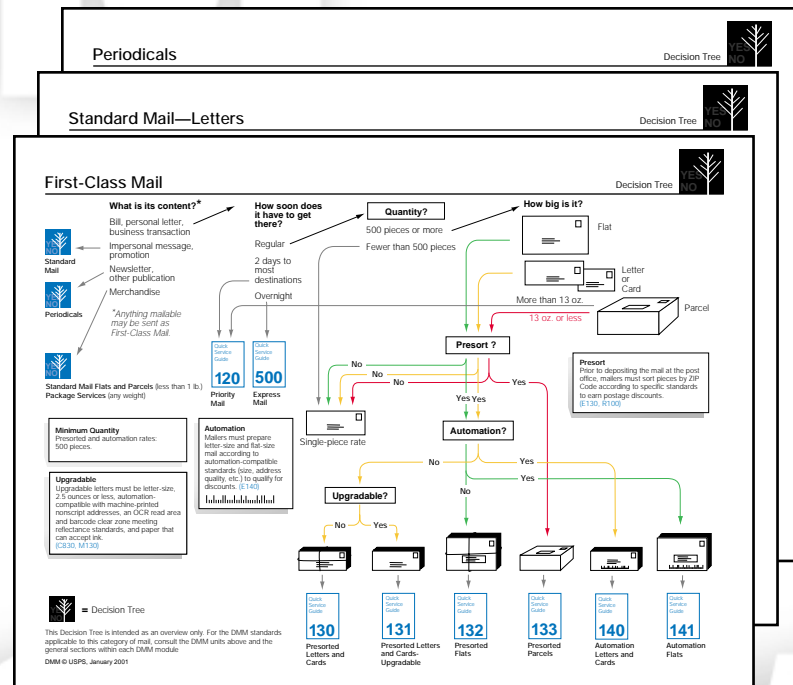


Overview



Decision Trees

For ease-of-use, the DMM and related Decision Trees and Quick Service Guides are organized for both new and experienced users. For new users, **Decision Trees provide general road maps to postal services.** By answering basic questions about a mailing such as matters on content, size, automation, and presort, you are lead through a series of decisions to the most appropriate selection of postal services for your mailing needs, and to specific Quick Service Guides.

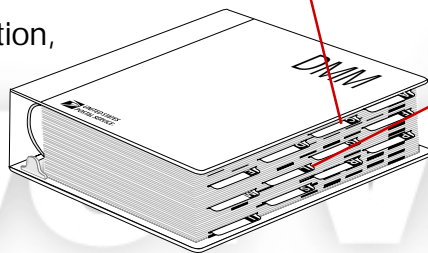
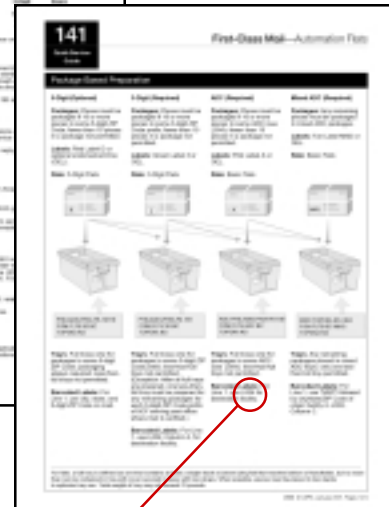
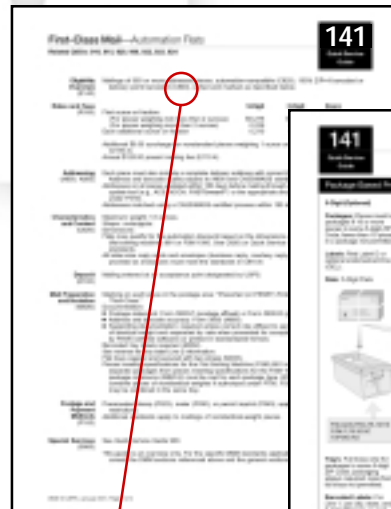




Quick Service Guides

Quick Service Guides offer a two page overview of the standards for a particular postal rate, service, or preparation method.

The first side often summarizes rates and fees, eligibility, or other standards, and the second side includes a summary of mail preparation standards or of mailpiece design. The Quick Service Guides and Decision Trees are meant to be used together, first by checking the available options on the Decision Trees, turning to the Quick Service Guides for more information, and finally to the detailed information in the DMM.





Numbering System - Module Names

An alphanumeric numbering system organizes the DMM by subject and class of mail. [Click on the title for a brief description of each module name.](#)

EXAMPLE

E110 Basic Standards

T
Module Name = E for Eligibility

A ADDRESSING

L LABELING LISTS

C CHARACTERISTICS AND CONTENT

M MAIL PREPARATION AND SORTATION

D DEPOSIT, COLLECTION, AND DELIVERY

P POSTAGE AND PAYMENT METHODS

E ELIGIBILITY

R RATES AND FEES

F FORWARDING AND RELATED SERVICES

S SPECIAL SERVICES

G GENERAL INFORMATION

I INDEX INFORMATION



Numbering System - Categories

The first digit of a unit number represents one of eight broad categories.

For example, 0 is General Information,
1 is First-Class Mail, 2 is Periodicals, etc.

EXAMPLE

E110 Basic Information

Category = 1 for First-Class Mail

Categories

000 - GENERAL INFORMATION

100 - FIRST-CLASS MAIL

200 - PERIODICALS

500 - EXPRESS MAIL

600 - STANDARD MAIL

700 - PACKAGE SERVICES

800 - AUTOMATION-COMPATIBLE MAIL

900 - SPECIAL SERVICES
AND SITUATIONS

Overview



Numbering System - Examples

The basic division of the DMM is the unit, identified by an alpha and three digits.

Units are the basic building blocks of the DMM. Units are often grouped into *shells*

with other related units; these shells include multiple units that have same “10s” place value as the *units* they include. Each unit presents a set of standards on a particular topic.

EXAMPLES

E 110

└┐ First-Class Mail
Eligibility

E 210

└┐ Periodicals
Eligibility

E 611

└┐ Standard Mail
Eligibility

R 100

└┐ First-Class Mail
Rates and Fees

R 200

└┐ Periodicals
Rates and Fees

R 600

└┐ Standard Mail
Rates and Fees

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Cross-References

The numbering system uses two types of references: section references

(such as [3.0](#) or [3.3](#)) refers to information *within* the current unit, unit references (such as [M070](#)) refers to information *outside* the current unit. Both numbers are highlighted in blue to indicate an electronic link.

Section Reference

[3.0](#)

Unit Reference

[M070](#)

Markings and Endorsements		M012.2.1	M
M000	General Preparation Standards		
M010	Mailpieces		
M012	Markings and Endorsements		
Summary	M012 describes the standards for markings, endorsements, and placement on First-Class Mail, Standard Mail, and Package Services. It also covers the placement of endorsements for delivery services and ancillary services.		
1.0	MARKINGS—BASIC STANDARDS		
Class and Rate	[08-10-00] Except for single-piece First-Class Mail, mailpieces must be marked under the corresponding standards to show the class of service and/or rate paid:		
1.1	a. Single-piece First-Class Mail may be identified under E130.2.3 .		
	b. Presorted First-Class Mail and Standard Mail must be marked under 2.0 .		
	c. Package Services must be marked under 3.0 .		
	d. Priority Mail must be identified under E120 .		
	e. Periodicals must be identified under E211 .		
	f. Express Mail is identified with the Express Mail mailing label (Label 11 or Form 5625) without any other required class or rate marking.		
	g. All available hazardous materials must be labeled and/or marked as required in C020 .		
Enclosures	Enclosures, attachments, and mixed rate mailpieces must be marked under the applicable standards in E070 , M070 , and P070 .		
1.2			

012



References - Tabs and Change Bars

You may notice that there are **black tabs** along the right side with a three digit

number. **These tabs identify the category** of the information for the printed version of the DMM.

The **red line are change bars**, they highlight sections of the DMM that have been changed from the previous version. The **date indicates the effective date of the change**.

Markings and Endorsements		M012.2.1	M
M000	General Preparation Standards		
M010	Mailpieces		
M012	Markings and Endorsements		
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1.1	<ul style="list-style-type: none">a. Single-piece First-Class Mail may be identified under E130.2.3.b. Presorted First-Class Mail and Standard Mail must be marked under 2.0.c. Package Services must be marked under 3.0.d. Priority Mail must be identified under E120.e. Periodicals must be identified under E211.f. Express Mail is identified with the Express Mail mailing label (Label 11 or Form 5625) without any other required class or rate marking.g. All mailable hazardous materials must be labeled and/or marked as required in C020.		
Enclosures	Enclosures, attachments, and mixed rate mailpieces must be marked under the applicable standards in E070 , M070 , and P070 .		
1.2			

A ADDRESSING

The addressing module contains standards for properly addressing mail to ensure it reaches its destination. Beginning with basic addressing information for all mail, this module contains specific standards for OCR readability, barcode clear zones, and alternate addressing formats. You can also find information in this module about customer support services like Mailing List and Address Sequencing Services, Coding Accuracy Support Systems (CASS) and Address Information Products.

C CHARACTERISTICS AND CONTENT

Module C covers pre-production planning for design of a mailpiece. General standards for mailability, size, and weight are contained in this module. Mail matter that is restricted or mailable only under certain conditions and matter that is nonmailable due to contents is described in this module. This module also includes information about both barcoded and nonbarcoded automation-compatible pieces.

D DEPOSIT, COLLECTION AND DELIVERY

Module D describes Postal Service standards for customer deposit of mail and basic information on how the Postal Service collects and delivers mail. Information about mail pickup services, drop shipments, post office boxes, caller service, plant loading, and recall of mail by the customer are included in this module.

E ELIGIBILITY

This module describes what mail qualifies for a particular class or rate of postage. This is the largest of the 12 modules, providing an overview of the standards that apply to the various classes and subclasses of mail. The section for each rate presents a complete listing of the corresponding eligibility standards along with details about where more information on each can be obtained.

F FORWARDING AND RELATED SERVICES

This module contains information on the treatment of mail that cannot be delivered. It contains basic information applicable to all classes of mail regarding reasons for nondelivery, treatment of undeliverable mail, and standards for endorsements to obtain forwarding and ancillary services. In addition, this module describes the forwarding, return, and address correction services unique to each class of mail.

G GENERAL INFORMATION

Module G contains general information about doing business with the Postal Service such as establishing or closing post offices and hours of operation. It contains certain legal provisions that affect the Postal Service including Private Express Statutes, mail security, trademarks and copyrights. Information about determining Postal Zones is included in this module as well. This module contains the phone numbers and addresses of the Rates and Classification Service Centers (RCSC), and Business Mail Entry Offices. In addition, G contains standards for experimental classifications and rates.

L LABELING LISTS

This module is closely associated with the M module. It contains the lists of postal facilities and ZIP Codes used by customers to presort and label mailings.

M MAIL PREPARATION AND SORTATION

M contains the standards for preparing mailings including presort, destination entry, and automation rates. This module contains the basic information on how to mark or endorse individual pieces, how to presort and label packages, bundles, trays, sacks, and pallets. M also includes basic standards for documentation.

P POSTAGE AND PAYMENT METHODS

The P module contains the procedures for paying postage. It includes units about stamps and postal stationary, meters and meter stamps, precanceled stamps, and permit imprints, along with a section on special postal payment systems such as Manifest Mail Systems, Optional Procedures, Alternative Mailing Systems, Plant-Verified Drop Shipment and First-Class or Standard Mailings with Different Payment Methods. This module also describes how to obtain refunds for postage and value added refunds and how to exchange postage stamps.

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R RATES AND FEES

This module contains postage rates and fees for products and services offered by the Postal Service. All rates and fees for all classes of mail are found only in this module.

S SPECIAL SERVICES

The S module explains the indemnity claims process, money orders and the special mail services available to customers. Services are grouped in the categories Security and Accountability (registered mail, certified mail, insured mail, certificate of mailing, return receipt, restricted delivery, Delivery Confirmation, return receipt for merchandise, and Signature Confirmation), Convenience (collect on delivery (COD), business reply mail (BRM), and merchandise return service), and handling (special handling and parcel airlift).

I INDEX INFORMATION

This module contains a summary of recent changes to the DMM and includes an index of subjects.

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